



# DC HEALTH BENEFIT EXCHANGE AUTHORITY (HBX) Operating Status during COVID-19 Emergency - Updated as of March 23, 2020

## What is our operating status?

Along with the rest of District government, our agency remains operational. HBX will operate virtually through Friday, April 24, 2020.

## How does this impact what we do?

- **Enrollment** - District residents who need health insurance can visit [DCHealthLink.com](https://dchealthlink.com) to enroll. Call Center help is also available at (855) 532.5465, Monday - Friday, 8 am - 6 pm.
- **Outreach Events** - All in-person outreach events have been postponed until further notice.

## How does this impact our physical locations?

- **HBX Office** - All staff will telework through Friday, April 24, 2020

## What else are we offering to meet your needs?

- **HBX is working with all DC Health Link health insurers** that provide coverage to DC residents and small businesses to ease financial barriers to care.
- **Website Information** - HBX added new website information on how health plans are responding to ease financial barriers to getting diagnosis, testing, and treatment for COVID-19. It also provides information on how to access telehealth and free nurse hotline from DC Health Link Plans. Visit <https://dchealthlink.com/coronavirus>
- **Enrollment - HBX made it even easier to enroll.** Any uninsured District resident can enroll in coverage by visiting [DCHealthLink.com](https://dchealthlink.com). Residents losing job-based coverage can also enroll.

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

DC Health Link is in full telework status and all employees are working remotely to help reduce risk of spreading COVID-19. All planned in-person events have been postponed.

## Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please visit [DCHealthLink.com](https://dchealthlink.com). For more information on the District's COVID-19 response and recovery efforts, visit [coronavirus.dc.gov](https://coronavirus.dc.gov).